

MEDIA RELEASE

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Celebrating Customer Service Week at East Gippsland Water

As part of Customer Service Week, which runs from Monday, 2 October to Friday, 6 October, East Gippsland Water is celebrating its staff who work together to provide 24-hour essential services to our customers and the community.

Executive Manager Customers, Community and Communications, David Radford, said that customer service is not solely around office-based staff and services, East Gippsland Water takes a whole organisation approach to customer service and is acknowledging all staff who work tirelessly for customers and the community.

“When people think of customer service they mostly imagine the staff who take phone enquiries and greet you at our front counter.

“While the work of our office-based Customer Support Team is incredibly important, East Gippsland Water considers customer service to be everyone’s responsibility who plays a role in providing water services to our 28,000 account holders across the whole of East Gippsland.

“Our teams work from seven depots and are on-call 24 hours a day, seven days a week. Their work maintaining the nine water supply systems and 11 different wastewater systems is vital to ensuring the best possible customer service for the East Gippsland community.

“Another important part of ensuring we are meeting the needs of our customers is through our Annual Customer Satisfaction Survey. This will be commencing soon and customers who have a registered email with us will receive an invitation asking for their participation and a chance to win a \$100 credit on their bill.”

This is East Gippsland Water’s annual survey of customers, and an opportunity to provide honest feedback about the way the organisation provides water and wastewater services to the community.

It’s also important to know that independent contractors Insync and TKW Research will be conducting the survey and will not be engaging in a sales pitch for a product or service. It is purely an information gathering exercise to guide us on how we can provide exceptional service and meet changing customer expectations.

Visit the East Gippsland Water website at www.egwater.vic.gov.au or call 1800 671 841 our website or give us a call to find out more.

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Image shows East Gippsland Water's Customer, Community and Communications Team.

